Health Information Exchange:
The Landscape

Presented though:

Arizona's

Rural Health Information Technology

Adoption Program

Agenda

- ❖ Welcome and Introductions
- ❖ Overview of RHIO Development - US
- ❖ On The Road to RHIO - Arizona
- ❖ Privacy and Security Project
- ❖ What Is A RHIO?
- ❖ Your Wants, Needs, Concerns and Issues
- ❖ Your Road to RHIO – Essential Steps in Building a RHIO
- ❖ Next Steps

Meeting Goal:
   To discuss the formation of and participation in a local RHIO

Introductions

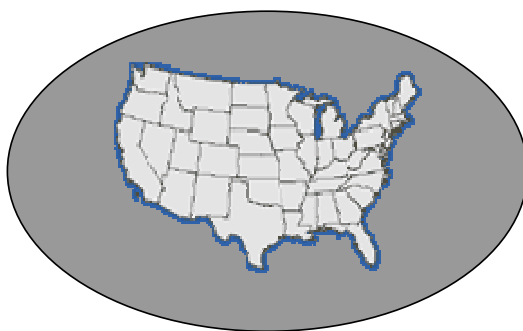
Overview of RHIO/HIE Developments

Overview of RHIO/HIE Development

> Challenge: Crisis in American Health Care

> What are we doing about it? – The National Response

> What is a RHIO?

> Challenges and Benefits of HIE

> The State of Arizona Response

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The Challenge: Crisis in American Healthcare

- Health care costs are **rising at over three times the rate of inflation**, jeopardizing the viability of all public and private healthcare financing plans as they exist today.

- United States currently spends more than **15% of its GDP** on healthcare, yet 44 million Americans have no healthcare insurance.

- **98,000 hospital deaths** each year due to medical errors; more than 1,000,000 serious medication errors; $100 billion per year spent on redundant treatment and mistakes.

- The World Health Organization ranks the United States healthcare system as first in cost, **but 37th in quality**.

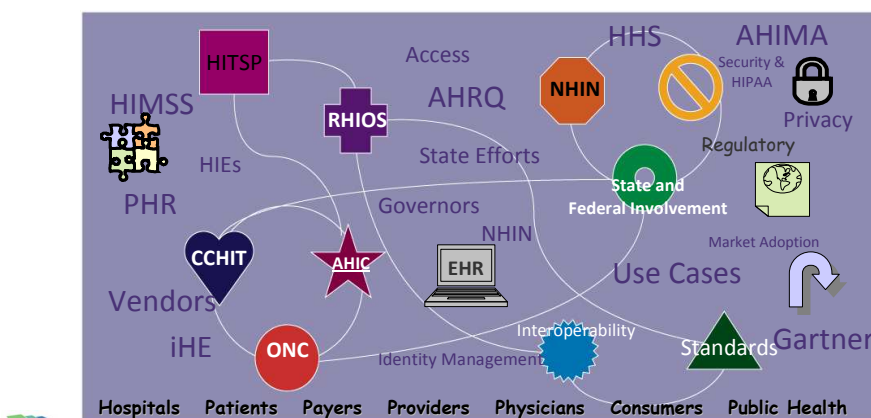- **Consumerism is rising** in healthcare under the banner "Consumer Driven Healthcare".

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The National Response

The HIE Environment

"Providers are Challenged and Patients Need Results"

Arizona Health-e Connection

An Introduction
From Executive Order to Not-for-Profit

Brad Tritle
Executive Director

Roadmap

Governor released an Executive Order:

- Established a steering committee
- Identified supporting task groups
- Required a roadmap within 180 days of Call-to-Action:
  - All medical records into electronic format
  - Create statewide health data exchange
  - Key milestone dates
  - Five-year view

Roadmap Goals

Goals of Roadmap are:
I**mproving quality** and
Reducing costs of healthcare in Arizona by:

- Ensuring health information is available at point-of-care
- Reducing medical errors
- Avoiding duplicate medical procedures
- Improving coordination of care
- Furthering healthcare research
- Encouraging patient participation
- Enhancing business environment
- Reducing state expenditures

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Roadmap Overview

Health Information Technology (HIT)

Use of technology to support organizational business and clinical requirements

> Examples: Electronic Medical Records, Practice Management Systems, E-prescribing

Health Information Exchange (HIE)

Infrastructure to enable data sharing between organizations

> Examples: Patient Health Summary, Web Portal, Master Patient Index, Provider Index

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Initial Projects

Roadmap Projects

- Arizona Health Privacy Project – RTI Grant
- Rural Health Information Technology Adoption Grants
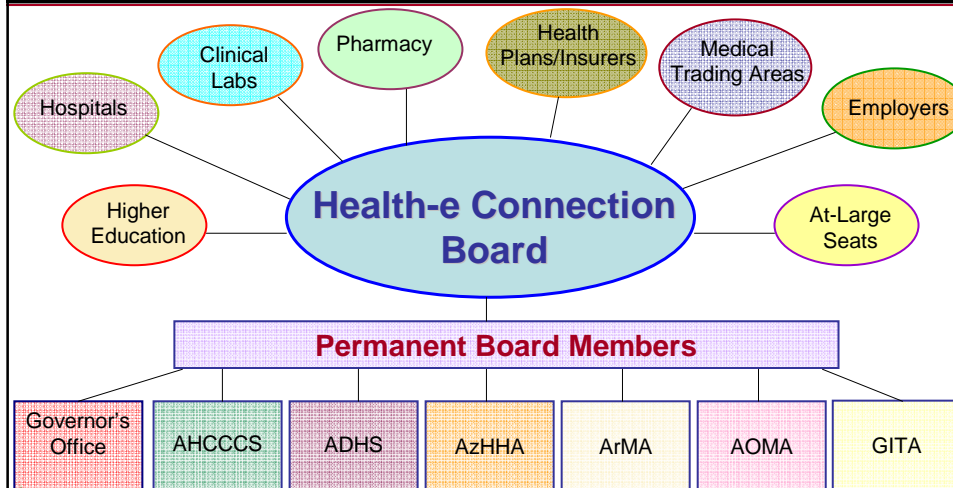
State and Regional Initiatives

- AHCCCS Medicaid Health Information Exchange Utility
- Southern Arizona Health Information Exchange

Statewide Coordination: Private-Public Partnership

**Not-for-Profit Arizona Health-e Connection
Established December 2006**

Mission:

- Facilitate the design and implementation of integrated statewide health information technology exchange
- Support information needs of consumers, health plans, policymakers, providers, purchasers, and researchers
- Improve health through:
  - Patient safety
  - Improving quality and efficiency efforts
  - Reducing health care costs

Governance Structure

GITA — GOVERNMENT INFORMATION TECHNOLOGY AGENCY

Hospitals

Clinical Labs

Pharmacy

Health Plans/Insurers

Medical Trading Areas

Employers

Higher Education

Health-e Connection Board

At-Large Seats

Permanent Board Members

| Governor's Office | AHCCCS | ADHS | AzHHA | ArMA | AOMA | GITA |

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Health-e Connection Strategic Direction*

GITA — GOVERNMENT INFORMATION TECHNOLOGY AGENCY

Information Clearinghouse / Educational Outreach

Standards / Rules / Policy Setting Body

Health Information Technology and Exchange Infrastructure (especially to support RHIOs within Arizona)

* Adopted by the Not-for-Profit AzHeC Board during Spring 2007 Strategic Planning Session

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Arizona
Privacy and Security
Initiative

Arizona Health Privacy

- State of Arizona was awarded a grant to participate in the "Health Information Security and Privacy Collaboration" (HISPC) project to explore privacy and security issues related to e-health data exchange.

- Currently waiting on approval of HISPC proposal to work within a ten state collaborative to address authentication and audit for health information sharing across state line.

Arizona Health Privacy Project 2008

Ten state collaborative formed

- To develop a set of basic policy requirements for authentication and audit referred to as the National Health Bridge (NHB): Basic Policy Requirements for Authentication and Audit.

- To define an implementation strategy that guides a state's adoption and use of the NHB.

Arizona Health Privacy Project 2008

- The State is looking for volunteers to serve on a security working group
- Requires approximately 8 hours per month for 12 months
- You can help define the technical architecture necessary to ensure secure HIE between states
- Contact Kim Snyder at ksnyder@azgita.gov

What Is A RHIO?

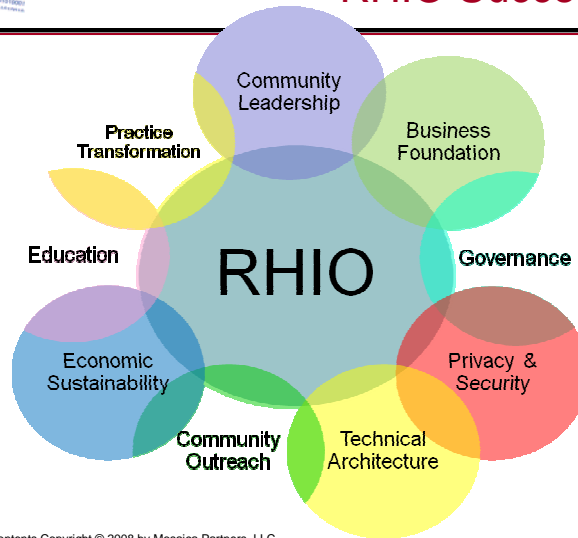
Regional Health Information Organization

The **entity** that manages the exchange of healthcare information across all stakeholders. It ensures conformance to standards, data accuracy, privacy and security.

What a RHIO provides

- **Governance** within a Medical Trading Area focused on healthcare delivery
- A connecting point for **local healthcare** networks within a state
- A connecting point to the **NHIN** for interstate exchange of health data
- **Management** for the data exchange process.

RHIOs are a LOCAL solution approach
to a NATIONAL problem

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Key Components for RHIO Success

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Who Is Involved?

Participants may include:

- Communities
- Consumers
- Physicians & Medical Societies
- Healthcare Systems, Hospitals, Home Care, Nursing Homes
- Ancillary Services: Labs, Radiology Centers, Pharmacies
- Commercial insurers
- Federal and State Government – including Medicare and Medicaid
- Employers
- Banking and Financial Firms
- Regulatory Agencies
- Local, State and Federal Government and related agencies
- Public Health Departments, First Responders
- Research Institutions
- Others…

RHIO Services

1. **Validate** - the requester and the request for information

2. **Identify** - the correct patient Master Patient Index (MPI)

3. **Locate** - the correct records Record Locator Service (RLS)

4. **Aggregate** - the data

5. **Present** - the data

6. **Assure** - privacy and security

7. **Establish** - business associate agreements

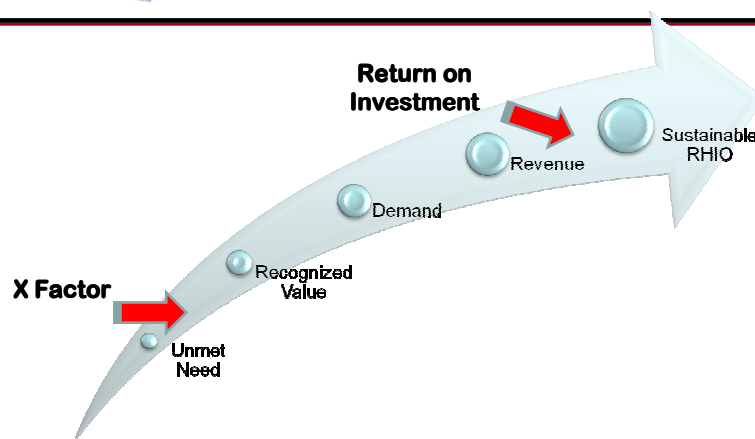8. **Educate** - the community about the services

Benefits of a RHIO

- Provides a vehicle to **support improved patient care quality and safety**
- Provides a mechanism to **reduce duplication of services** and reduce healthcare costs
- Facilitates **operational and administrative efficiencies** resulting in reduced operational costs
- Enables the **integration of sick (illness)-care with well-care**
- **Stimulates consumer education** and involvement in their healthcare process
- Provides oversight for the timely resolution of stakeholder issues
- **Enables public health** to meet its commitment to the community
- Facilitates the **efficient deployment** of emerging technology and healthcare services– such as e-prescribing
- Provides the **backbone technical infrastructure** for leverage by the NHIN and state level HIT initiatives

Convergence of Health Care Delivery and Technology to Speed the Evolution of the Healthcare System

Key Challenges

- Obtain **long-term commitment** from local, state and federal communities, organizations and governments
- Establish consistent **stakeholder value** for participating in the RHIO
- Set **realistic expectations**
- Identify long term **sustainable business** strategy
- **Align incentives** with investments
- Identify long term **sustainable funding** sources for the organization
- Establish **sustainable governance** structure for the organization
- Maintain the **privacy and security** of Protected Health Information (PHI)
- Facilitate **rapid adoption** of electronic healthcare records – (_paper kills_)
- Adopt and harmonize **data standards**

What Is Success?

Return on Investment

Sustainable RHIO

Revenue

Demand

X Factor

Recognized Value

Unmet Need

The community will provide the definition of a successful RHIO

Lessons Learned

- RHIOs are and will continue to be an *emerging market*.
- **Unrealistic expectations** – too much, too fast expected from RHIOs cause inordinate financial & delivery stress.
- *Misaligned incentives* and expectations cause stakeholders to lose confidence and ignore / abandon the organization
- **ROI is achieved over time** and from the organization's business model which should include driving business change and services as part of the ROI
- Keep It **Simple to Start**
- **Involve** key stakeholders early
- Use the model of **small business start-up**

Find the value proposition early
Based upon your community's
wants, needs, issues, and concerns.

On The Road to RHIO

What are :

Your Wants ?

Your Needs ?

Your Issues ?

Your Concerns ?

On The Road to RHIO

We Need Your Input!

Your Road to RHIO – Essential Steps in Building a local RHIO

1. Establish a community leadership team.
2. Develop a vision and a mission for your RHIO.
3. Determine the value proposition for each stakeholder.
4. Create a compelling business case for where the initial data exchange should occur.
5. Define and implement your governance structure.
6. Reach out to the community to build support for your efforts.
7. Resolve your initial privacy and security concerns and issues.
8. Begin the design of the technical architecture for the exchange.
9. Construct the financial and economic model to build and operate your RHIO.
10. Obtain your start-up funding.
11. Connect with your community and begin educating them on the value of your RHIO.
12. Finalize your technical architecture and begin building your RHIO.
13. Design and implement an education and training program for your stakeholders.
14. Assist the various participant practices transform their processes to align with your RHIO.
15. Identify your expansion opportunities and build your business plan.
16. Add additional data and information exchanges to your RHIO.